



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Hughes, et al.
Serial No.: 10/606,683
Filing Date: June 26, 2003
Group Art Unit: 2614
Examiner: Gerald Gauthier
For: **METHOD FOR PERSONALIZING
COMPUTERIZED CUSTOMER SERVICE**

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 CFR 1.312

Sir:

Responsive to the Notice of Allowability mailed 07/03/2008, please amend the above identified application as follows.

Amendments to the Specification begin on page 2.

An amendment to the Abstract appears on page 4.

Remarks appear on page 5.